

I am a Verizon Wireless Customer and am Having difficulty trying to negotiate my incorrect balance with them. In January I paid them over \$200 to get caught up, From February on I paid my normal amount and in March I increased my minutes. This weekend they shut off my service stating that I again owe them this \$200 balance. I asked for a running balance to see what they didn't apply and was told they couldn't do that and would charge me \$6.99 per copy of statement. That is ridiculous. I have ordered copies of my checks from my bank and will be incurring that expense. I don't understand why they won't give me a running statement to try to see what is wrong and why they shut us off without any notice when I am trying to resolve the matter. Please help me resolve this matter.

Thank you,

Gertrude Balogh, I can be reached during the day @ (860) 747-4405, my cellphone # is (860) 729-7371. Thank you.